

Nov. 30, 2014

PG# 1 of 2

RE Public Docket # 12-375

Received & Inspected

DEC 08 2014

Dear Secretary Dortch, **DOCKET FILE COPY ORIGINAL** FCC Mail Room

My name is Walter Thompson, I'm currently being housed in Kankakee County Jail in Illinois by the U.S Marshal's in Chicago as a Federal Prisoner.

Securus local phone calls are double the long distance calls at \$6.25 (for 15 minutes), which includes \$2.75 for the first minute and 25¢ a minute.

The collect non-prepaid calls are \$10.00 for 15 minutes, triple the cost of long distance calls.

As you will see in my Complaint to the Jail Administrators, Securus is price gouging throughout the State of Illinois, with Kankakee paying the highest for local calls: 30 minute phone calls in Illinois prisons are \$3.55 for local calls; 30 minute calls at Cook County Doc are \$5.10. However, Securus in the enclosed Securus Complaint form claims the F.C.C. set the phone rates.

Also, calls are pro-rated at \$3.15 for long distance calls, which isn't 21¢ a minute. The phone call could disconnect after 1 second and we're charged \$3.15 immediately.

Securus (Here in Kankakee) switched from 21¢ a minute to pro rating at \$3.15, which causes us more difficulties financially, for calls are dropped all the time.   
 Not a copy of the original  
List ABCDE

Securus price gouging and non refundable call issues are occurring here at Kankakee all the time. I've spent most of my money making calls trying to stay connected to my family & loved ones as much as possible. The over priced calls are burdensome to my family and I! May I please receive a response?   
 See Next page

Thank You,

Respectfully,

Walter Thompson

Walter Thompson # 453015

3050 Justice Way

Kankakee, IL 60901

P.S. Securus Charge \$6.00 to purchase pre-paid minutes through debit/Credit Cards payments by our loved ones as well.



To: Sheriff BuKowski

Chief Chad Kolitwensow

Ms. Louis/Mike Funk  
Jail and Detention unit

To: U.S Marshal Office

Received & Inspected

DEC 0

FCC



Price Gouging by Securus  
phone company

Calls should be below  
21¢ a minute

Marlene H. Dertch, Secretary  
Fed Comm. Commission  
445 12th St. SW Room TW204  
Washington, DC 20554

CORRECTIONS DIVISION

( ) REQUEST

Over Priced Local Calls

BY Securus

( ) CALLING CARD

Public Docket #

AMOUNT: \$

12-375

(X) GRIEVANCE

( ) OTHER

NAME: Walter Thompson

DATE: 11-11-14

HOUSING UNIT: KC, #5

Inmate I.D. # 453075

Describe in detail your request/grievance.

Last year The Federal Communication Commission (F.C.C.) voted to cap the cost of Inter State (long Distance) prison calls, which went into effect Feb 11, 2014. However, Intrastate (local calls) are double the cost of Interstate calls. Securus phone company is Price gouging. Collect calls are charged \$10.00 from Securus, which triple the cost of Interstate calls. Calls in IDoc (Illinois Department of Corrections) are charged \$3.55 for 30 minutes by Securus. Contrary here, Securus charge 6.25 for 15 minute local calls. Relief Request: That Kankakee County Jail Administrator and/or

RECEIVED BY OFFICER: \_\_\_\_\_

ID # \_\_\_\_\_

DATE: \_\_\_\_\_

RESPONSE:

Thanks for the concern. I have looked into the matter. The 3.15 we charge is within the FCC ruling. However the FCC is planning a rate change within 45 Day or Nov 1st 2014. If you need further send me a request to mail.

ANSWER GIVEN BY: Kolitwensow

DATE: 11/13/14

PINK - To inmate upon receipt  
OCT/2013

YELLOW - To inmate upon response

WHITE - Inmate file

Chairman of the Board (Mr. Mike Bossert) Forgo Commissions and ensure their Jail contracts are based on the lowest cost to those who pay for the calls (our families & love ones), which should reflect a cost lower than Bg/5 Long Distance calls

Read  
Down





SECURUS

KD 6

Facility JCDCHOUSING UNIT: KC #3Site ID # 05599

Debit Account/Call Processing - Inmate Action Form

Fax this form to 1-800-368-3168 if research is required by Securus

\*\*\*\*\* **PRINT CLEARLY & WRITE DARK, NO PENCILS**\*\*\*\*\*Detainee Name: Walter Thompson Today's Date 11-6-14Detainee Name: Walter Thompson Detainee ID # 453075 (not PIN)Payment no posted to account?

Purchase Date \_\_\_\_\_ Amount \_\_\_\_\_

Purchase Date \_\_\_\_\_ Amount \_\_\_\_\_

Purchase Date \_\_\_\_\_ Amount \_\_\_\_\_

Purchase Date \_\_\_\_\_ Amount \_\_\_\_\_

If you have a problem with your calling account or cannot place a collect call, please describe here in detail:

Securus Charge \$6.25 for local calls which is double the price  
for a long distance calls which undermines the efforts of the F.C.C's goal  
of relieving the Burden of families paying the price for expensive calls.  
May we receive 3.15 or lower for local calls.

If you experienced a problem with a **phone call**, please describe below:

Phone # Dialed: \_\_\_\_\_ Date of Call: \_\_\_\_\_ Time of Call: \_\_\_\_\_ Length of Call: \_\_\_\_\_

Circle problem:      Call was dropped      Call was billed incorrectly      Call had static, garbled, fading in/out

Message Received \_\_\_\_\_

Phone # Dialed: \_\_\_\_\_ Date of Call: \_\_\_\_\_ Time of Call: \_\_\_\_\_ Length of Call: \_\_\_\_\_

Circle problem:      Call was dropped      Call was billed incorrectly      Call had static, garbled, fading in/out

Message Received \_\_\_\_\_

SECURUS will note your resolution in this space and fax the form back to the facility:

**In reply to this inmate complaint form, Securus does not set the rates for calls, local or long distance. This is controlled by the FCC. You will need to submit your complaint to them.**

Public Docket  
# 12-315





SECURUS

Facility JCDCHOUSING UNIT: KCSite ID # 05599

Debit Account/Call Processing - Inmate Action Form

Fax this form to 1-800-368-3168 if research is required by Securus

\*\*\*\*\* **PRINT CLEARLY & WRITE DARK, NO PENCILS** \*\*\*\*\*Detainee Name: Walter Thompson Today's Date 11-6-14Detainee Name: Walter Thompson Detainee ID # 453015 (not PIN)Payment not posted to account?

Purchase Date \_\_\_\_\_ Amount \_\_\_\_\_

Purchase Date \_\_\_\_\_ Amount \_\_\_\_\_

Purchase Date \_\_\_\_\_ Amount \_\_\_\_\_

Purchase Date \_\_\_\_\_ Amount \_\_\_\_\_

If you have a problem with your calling account or cannot place a collect call, please describe here in detail:

Securus is charging 3.15¢ for 1 second on the phone as well as prohibiting our calls at \$3.15 rather we talk for 1 minute or 15 minutes. This is blatant robbery!If you experienced a problem with a **phone call**, please describe below:

Phone # Dialed: \_\_\_\_\_ Date of Call: \_\_\_\_\_ Time of Call: \_\_\_\_\_ Length of Call: \_\_\_\_\_

Circle problem:      Call was dropped      Call was billed incorrectly      Call had static, garbled, fading in/out

Message Received \_\_\_\_\_

Phone # Dialed: \_\_\_\_\_ Date of Call: \_\_\_\_\_ Time of Call: \_\_\_\_\_ Length of Call: \_\_\_\_\_

Circle problem:      Call was dropped      Call was billed incorrectly      Call had static, garbled, fading in/out

Message Received \_\_\_\_\_

SECURUS will note your resolution in this space and fax the form back to the facility:

**In reply to this inmate complaint form, Securus does not set the rates for calls, local or long distance. This is controlled by the FCC. You will need to submit your complaint to them.**Public Docket  
# 12-375



Facility JCDC Officer Submitting Form: \_\_\_\_\_ Site ID # 05599

Debit Account/Call Processing - Inmate Action Form

Fax this form to 1-800-368-3168 if research is required by Securus

\*\*\*\*\* PRINT CLEARLY & WRITE DARK, NO PENCILS \*\*\*\*\*

Detainee Name: Walter Thompson KA Today's Date 7-23-14

Detainee Name: \_\_\_\_\_ Detainee Account #: \_\_\_\_\_ (not PIN)

Payment no posted to account?

Purchase Date \_\_\_\_\_ Amount \_\_\_\_\_ Purchase Date \_\_\_\_\_ Amount \_\_\_\_\_

Purchase Date \_\_\_\_\_ Amount \_\_\_\_\_ Purchase Date \_\_\_\_\_ Amount \_\_\_\_\_

If you have a problem with your calling account or cannot place a collect call, please describe here in detail:

If you experienced a problem with a phone call, please describe below:

Phone # Dialed: 773 576 5062 Date of Call: 7-23-14 Time of Call: 2:07 Length of Call: 5 mins

Circle problem: Call was dropped Call was billed incorrectly Call had static, garbled, fading in/out

Message Received No 3rd party calls. I never attempted to make a 3rd party call

Phone # Dialed: \_\_\_\_\_ Date of Call: \_\_\_\_\_ Time of Call: \_\_\_\_\_ Length of Call: \_\_\_\_\_

Circle problem: Call was dropped Call was billed incorrectly Call had static, garbled, fading in/out

Message Received \_\_\_\_\_

SECURUS will note your resolution in this space and fax the form back to the facility:

In reply to this inmate complaint form; after review of the call to phone# 773-576-5062 on 7/23/14 @ 2:00pm, which lasted 7 minutes, this call is not eligible for credit due to one or more of the following reasons: Our policy states that we do not credit calls terminated for 3way, calls placed to cell phones, calls over 30 days old and calls over 3 minutes to landline.

Public Docket # 12-375